



# The Human Touch

[www.dhs.state.ut.us](http://www.dhs.state.ut.us)

March 1999

TOGETHER WE MAKE A DIFFERENCE



## *From the Executive Director*

Robin Arnold-Williams

## Juvenile Justice System Audit

Our efforts to help juvenile offenders turn the corner from lives of violence and crime stand on the precipice of opportunity. The opportunity is created by a Juvenile Justice System performance audit recently released by the Legislative Auditor General to the Utah Legislature. It is a comprehensive review of strengths and weakness in the system. I believe that if its recommendations are followed Utah will grasp an opportunity to change lives.

The opening paragraph of the performance audit report accurately states that “a small minority of all juvenile offenders are responsible for the majority of felonies committed by juveniles. There is growing evidence that the best way to control this population is to provide them with intervention services while they are still young and are at the early stages of delinquency.” I, and Division of Youth Corrections leadership, concur. We agree, as well, with the premises of the report’s four major findings and recommendations:

- **More emphasis should be placed on juveniles at the early stages of delinquency.**

The Division of Youth Corrections has been consistent and clarion in its voice for early identification of juvenile offenders and their treatment/sanction needs. As such, the Division has added alternative services earlier in the NYC experience to benefit those youthful offenders. Programs such as Day Treatment, Work Programs, Receiving Centers, and Day/Night Reporting Centers not only serve to hold youth accountable for their acts but also provide alternatives to more expensive incarceration environments.

The ability to have added intermediate sanctions,

as well as the option to use in-home and family preservation services is an important consideration for NYC. It is clear that in-home services may be cost effective and helpful in the long run.

- **Organizational roles and responsibilities need clarification.**

Four years ago the Juvenile Justice Task Force grappled with this question. Then, as now, the questions were: Where does NYC fit organizationally, and what is its role in the Juvenile Justice system; and, where does Juvenile Probation fit organizationally, and what is its role in the system? We welcome the legislature’s opportunity to resolve these questions. The Department and NYC stand ready to assist in the planning and implementation of any role definitions.

- **Placement decisions must be based on the results of an assessment.**

Assessments are a valuable tool; however, all youth do not need a full assessment. We believe court services should conduct an Initial Risk/Needs Assessment. The outcomes of this screening assist the court in further decisions about the child and family. These decisions may be changed by the judge. A second level assessment or Advanced Risk/Needs Assessment would be conducted by NYC in the event the court gave custody or jurisdiction to the Division. Professional judgement, coupled with staffing discussions and these assessments or reviews would be expected at the time community-based placements and parole decisions are rendered, thus improving treatment and security decisions overall.

- **An effective system of graduated sanctions is needed.**

Over the years, NYC has recruited and retained individual services and placement resources that meet youthful offenders’ needs. As such, we have relied heavily on community-based placements which have offered a variety of options.

I have confidence in NYC leadership’s direction to pursue a vigorous outcome measurement model which will yield annual feedback regarding the private provider system. The Division intends to

engage programs which offer a proven record of effectiveness. Then by measuring their outcomes against their capabilities, we will be well equipped to define our role in the Juvenile Justice System with a continuum of services suited for all classes of youthful offenders.

---

## ART AT SLATE CANYON YOUTH CENTER

Residents at Slate Canyon, a long term secure care unit operated by Youth Corrections, are displaying art shows in the foyer of the facility. Since the Youth Corrections complex opened about a year ago, students have been recruited from BYU and UVSC art departments to teach art techniques to interested Slate Canyon residents. While several of the youth have shown impressive abilities as they developed their talents, few people have had the opportunity to view the students' products. Slate Canyon Superintendent, Odell Erickson commented, "These showings will encourage present and future



residents to work harder at developing their talents and completing their art works, knowing they can be seen and appreciated by others outside the facility".

An art display in September was covered by KUTV Channel 2 News. Of special interest were several exceptional works with a Native American theme. For more information, contact Odell Erickson or Karla Sedillo at Slate Canyon, (801) 342-7840.

---

## INFORMATION FAIR FOR PEOPLE WITH DISABILITIES

Do you have a disability, or know someone who does? There is a vast array of services available to

people with disabilities, but where are these much needed supports to be found?

Answer: The Agency Information Fair, Tuesday, March 16 from 6:00 to 8:00 p.m. at Murray High School, 5440 South State Street. The fair is an opportunity for people with disabilities and their families to learn what services and supports are available and how to access them.

More than 80 agencies will be represented to answer questions and highlight their services. The agencies represented can answer questions about: assistive technologies, residential programs, family support programs, recreation and sports programs, home health care, employment opportunities, independent living, Social Security, Medicaid, and legal resources.

"We hope to educate the public and families on the array of services which are offered for people with disabilities, so they can become more integrated in the community," said Sara Harris, a support coordinator with the Utah Division of Services for People with Disabilities. "This fair is an opportunity for people to find and use natural supports in the community, in addition to those services provided by government."

The event is co-sponsored by the Utah Division of Services for People with Disabilities (Central Region), Granite, Jordan, Murray and Tooele School Districts.

**When:** Tuesday, 16 March, 6:00 - 8:00 p.m.

**Where:** Murray High School, 5440 South State Street

**What:** An open house demonstrating services and technology for people with disabilities

**Contact:** Sara Harris, 264-7630

---

## PARENTS' SUPPORT FOR CHILDREN IN CARE

by Joyce Allred, Office of Recovery Services

Did you know that parents whose children are placed in a 24-hour care program of the Department of Human Services or the Department of Health are required to contribute financial support toward their children's care? This is true even if the children are eligible for Medicaid. The cost of supporting children in foster care, Youth Corrections, the Utah State Developmental Center, the Utah State Hospital and other state programs is expensive. In order to

reduce state and taxpayer costs, parents are required by Utah law to pay child support while their children are in state care.

Parents' monthly support obligation toward their children's care is based on child support guidelines specified in Utah law. These guidelines take into consideration many factors, including both parents' income and the number of dependent children living in their household.

The Office of Recovery Services (ORS) collects parental support in behalf of these DHS and DOH programs. In fiscal year 1998, ORS collected and returned to the State of Utah more than \$1.4-million from parents whose children are in foster care, \$2.2-million for Youth Corrections programs, \$171,000 for the Utah State Hospital, \$211,000 for the Division of Services to People with Disabilities and \$140,000 for children in nursing homes. This money is returned to the agencies' budgets.

If you are working with a family that has a support obligation, please refer them to the Office of Recovery Services if they have questions. ORS has prepared a brochure which you can give to parents to help answer their questions. If you do not have these brochures available in your office, please contact DHS forms control to order a supply. Also, if you would like more training on state law and policy in this area, please have your office contact Brenda Zimmerman, ORS Trainer at 536-8777.

## **WHO'S CALLING?**

The Office of Recovery Services received more than 1.2 million telephone calls last year. ORS collects support due from non-custodial parents and parents whose children are in state custody, collects Medicaid reimbursement from insurance companies, and investigates public assistance fraud. Assisting citizens with their cases and other questions would be an impossible job without the help of an information system to route calls and provide automated information by telephone. Consider these selected statistics from January through December 1998:

### **Menu options selected:**

- Payment information: 1,092,239
- Office hours and addresses: 4,658
- Requesting a child support application: 10,161
- Requesting information about modifying child support: 13,437
- Welfare fraud hotline: 389,097

### **Calls by time of day:**

- 6 a.m. - 8 a.m.: 69,400
- 8 a.m. - 5 p.m.: 990,492
- 5 p.m. - 9 p.m.: 132,679
- 9 p.m. - 6 a.m.: 65,636

---

## **SUBSTANCE ABUSE - IS IT A HUMAN SERVICES PROBLEM?**

by B. J. VanRoosendaal

The Division of Substance Abuse - why is it part of the Department of Human Services? Some officials have argued that it would be more appropriately connected with the Department of Health. But would it?

Research during the last decade has revealed information about the problem of substance abuse (the abuse of alcohol, tobacco and other drugs) in our society. The overwhelming evidence supports the fact that substance abuse, even if not the direct cause, is at the heart of a myriad of social ills. Substance abuse is the underlying issue with many of the individual clients and families served by the Department of Human Services.

A recent study on substance abuse and women stated, "...substance abuse among women has adverse effects not only on the women themselves but also on their children, their families and their communities, creating a host of health and social problems. Women are still largely responsible for raising children. Alcohol, and other drugs can exacerbate domestic violence, lead to child abuse and neglect and result in foster care placements. The General Accounting Office (GAO) estimates that substance abuse is a critical factor in at least three-quarters of the nation's 502,000 foster care cases."

Alcohol and other drug use are closely linked to domestic violence as well as sexual and physical abuse. One in four women in America will be assaulted at some time by a domestic partner, according to the U.S. Department of Health and Human Services. More than half of all domestic violence cases nationwide involve drinking at the time of the attack. We know from research that substance abuse does not necessarily cause domestic violence (i.e. there are drinkers who would never hurt their partners), but there is a very strong correlation between the two. As many as 80 percent of child abuse cases are associated with alcohol and other drug use, according to the National Committee to Prevent Child Abuse.

Another sad statistic was revealed in the 1989 National Women's Study. It found the severity of women's dependence on alcohol and other drugs relates directly to the number of violent assaults she has sustained. The greater the number of attacks, the more serious the drug problem the woman develops. This suggests that many women turn to alcohol and other drugs as a form of self-medication in very difficult circumstances. Depression and attempted suicide are also common among women substance abusers.

Finally, one in five welfare recipients has an alcohol or other drug abuse problem, according to a recent study by the Legal Action Center. "Federal welfare reform legislation adopted in 1996 (Temporary Assistance to Needy Families -TANF) has major implications for welfare recipients with substance abuse problems. Over 90 percent of the 3 million households receiving TANF funds in 1998 are headed by women. The success of welfare reform will depend on providing support for mothers in a variety of areas including substance abuse treatment. At least 400,000 of the 3 million TANF recipients require alcohol and other drug treatment. Without treatment, thousands of women trying to make the transition from welfare to work will face serious difficulties meeting TANF job training and employment requirements."

So the picture becomes clearer, it doesn't matter what office, division, or department you work in, substance abuse effects, and usually very profoundly, many of our clients. Whether you work in foster care, protective services, youth corrections, or Work Force Services, having a good understanding of problems related to substance abuse will compliment your efforts to help your clients. Substance abuse is so intertwined and connected to the work that we all do. If you have any questions or concerns about any facet of substance abuse, please call the Utah State Division of Substance Abuse at (801) 538-3939. We will be happy to help you, or we can refer you to a Local Authority for information in your area.

---

## **FILE THIS MONEY-SAVING TIP!**

**Dollars & Sense now offers \$100**

Here's a idea that is an auditor's no-brainer, but we'll bet you may not have realized it. If your office buys accordion files, do you use the six-part or four-part files? Sally Webster in the DCFS Northern

Region says her Adoption Subsidies unit uses a bunch of them. Sally found out if you buy the four-part files, they're *half* the cost of the six-part package.

We calculated if you buy 200 of the six-part files at \$1.00 each, you pay \$200. On the other hand, if you buy the four-part accordion files at 50-cents each, you'd have to buy 300 to hold as many files as the six part. But the cost is only \$150.

Thanks for the tip, Sally. You'll be receiving \$100 for your Dollars & Sense idea.

That's right, folks. Your money saving tips have been paying off so well, all of the agencies have agreed to increase the incentive payment to \$100. The Human Touch welcomes cost cutting and efficiency ideas from employees. Submissions are judged on the basis of demonstrable savings, potential for department-wide use, and original thinking. Please email your Dollars & Sense ideas to Randy Ripplinger.

---

## **OUTSTANDING STATE EMPLOYEE AWARD**

Do you know of an employee who you think is deserving of the Outstanding State Employee Award? This award is presented annually to recognize a state employee who exemplifies extraordinary competence, creativity, establishing and maintaining relationships with customers and employees, commitment to serving the public, or creativity in devising workable cost effective solutions that saved money and streamlined work processes. The award recipient will receive a \$1000.00 savings bond.

The nomination process is currently underway. The Nomination Form and criteria are available in each of your offices. There will also be additional information in the March edition of the Capitol Connections as well as paycheck messages. **Nominations must be received no later than March 29, 1999 by Debbie Scott at the Department of Human Resource Management, Room 2120 State Office Building, Salt Lake City UT. 84114.** For additional information please contact Debbie Scott at 538-3080. You can also get information and a nomination form on the Internet at [www.dhrm.state.ut.us/Misc/employee\\_of\\_the\\_year\\_info.htm](http://www.dhrm.state.ut.us/Misc/employee_of_the_year_info.htm)



## Microsoft Work 97 Transition

by Harry Sutton, Director, Office of Technology

For a number of years Corel Office software has been an important defacto standard in State of Utah offices. Generally, Corel has been the State's single source supplier for word processing (Word Perfect). Now with the recent cut-backs in Corel development and support staff, the CIO charged the Architecture Component Team for Office Software to evaluate what, if anything, the state should do.

Compatibility of Corel and Microsoft products has been a serious problem for anyone trying to exchange information via E-mail. Microsoft Office has become the defacto office suite standard throughout the World. The only practical alternative to Corel is Microsoft. There is already widespread use of Microsoft Office products such as MS Access and MS Excel by State agencies including the Department of Human Services.

The component team recommended:

- The State should move away from Corel to Microsoft Office products to be completed no later than July 2002.
- The State will adopt MS Word 97 Version 8.0 and MS Excel 97 Version 8.0 as the State's data exchange standards effective July 1, 1999.

The Department's executive leadership team has made the decision to move the entire department to Microsoft Word 97 beginning in the June time frame and completing this effort within a three month period. By the end of May the Office of Technology will provide a schedule of when each office and/or location will be trained and receive MS Word. We are also investigating tools which will help you convert your WordPerfect documents to MS Word. If you have any questions or concerns, please contact the Office of Technology at 538-4040, or email [Harry.Sutton@hsadm2.hsutton@state.ut.us](mailto:Harry.Sutton@hsadm2.hsutton@state.ut.us)

---

**"Hello? Anyone There?"**

Y2K and You

Will your cellular telephone work after the clock strikes twelve on the year 2000? What about your home phone service?

In this issue of our *Y2K and You* series, DHS Year 2000 Project Manager John Fuller explains the

likelihood (or not) of a communications failure next January. John also describes what the Department of Human Services has done to ensure *some* communications will be open despite what the New Year may bring.

Because of the depth and frequency of the *Y2K and You* series, we are making them available only by email and on the Internet at <http://www.dhs.state.ut.us/edo/employee/y2k.htm>.

## Setting Up And Sharing Folders

Tech Tip by Janice DeVore

You can make personal folders in your GroupWise Cabinet public which can be shared with several other people. For example, if you want to have a place where everyone in your office can save and view GroupWise items like mail messages, documents, and so forth, you can share a folder. You can choose who gets to share the folder and whether they can add or delete documents, too. This feature is best utilized by a small group.

First, find the Cabinet item on the left side of your GroupWise window. Click once on the "plus" sign to the left of Cabinet. Now, do this:

1. Right-click on the folder that you want to share, then click **Sharing**.
2. Click the **Shared with** option button.
3. Type the name of the person in the Name box, or use the Address book button to select the person, then click on the **Add User** button. (Repeat the process for each person you want to share the folder with.)
4. Select one or more users in the **Share List:** window, then click on the options in the Additional Access group box that you want the user or users to have. The following is the list of access rights for a shared folder.

**Access Rights** - Access rights determine what a user can do to the items placed in a shared folder

- |               |  |
|---------------|--|
| <b>Read</b>   | Everybody you share the folder with has rights to read the contents of the folder. |
| <b>Add</b>    | Users who had Add rights can place items in the folder.                            |
| <b>Edit</b>   | Users who have Modify rights can make changes to the items place in the folder.    |
| <b>Delete</b> | Users with Delete rights can move items from the folder to the Trash.              |

5. If you want the folder to have a specific function, you might want to set some folder options in the General and Display tabs.
6. Click **OK**.
7. Type a subject and message for the recipients, then

click **OK**.

(The folder changes to a shared folder in your Folder List box. The recipients receive a mail message notifying them of the shared folder in their Mailboxes. When a user accepts the shared folder, it is added to his or her Folder List.)

You have finished! Click the close or the menu button. Now each time you (or others who have rights) place an item in the shared folder, all others in the group can read it. And by the way, if you want to make a new folder in the Cabinet, just right click on Cabinet, select New Folder, and follow the instructions. Then you can share it with others, if you want to.

---

## **DHS CALENDAR MARCH 1999**

- **EYE DONOR MONTH**
- **MENTAL RETARDATION AWARENESS MONTH**
- **NATIONAL SOCIAL WORK MONTH**

**1 New Employee Orientation**, DHS Admin., Room 129, Shannon Pruett, 538-4353

**2-3 Supervisor Training Series, Administrative Skills 1 & 2**, DHS Admin., Room 129, Shannon Pruett, 538-4353

**8-10 Substance Abuse Prevention, Training of Trainers**, Verne Larsen, 538-7713

**16-17 Supervisor Training Series, Leadership Skills 1 & 2**, DHS Admin., Room 129, Shannon Pruett, 538-4353

**19 "Creating Hope: Claiming Wholeness" Conference (Women & Substance Abuse)**, Weber State University, Jennett Wood, 801-625-2674

# **The Human Touch**

Published by the Utah Department of Human Services

**Robin Arnold-Williams**

**Executive Director**

Edited by Randy Ripplinger, 120 North 200 West, #319, Salt Lake City, Utah 84103. Articles or ideas welcome. Send e-mail, FAX 801/538-4016 or call 801/538-3991. Deadline is the 10th of the month. All articles subject to editing.

**[WWW.DHS.STATE.UT.US](http://WWW.DHS.STATE.UT.US)**